

## **Troubleshooting Browser Issues for Online Fillable PDF's**

**Please use Internet Explorer (IE) as the preferred browser OR**

### **Firefox**

**Firefox (Mac)** To download the most up to date version of Firefox:

<http://www.mozilla.com/en-US/firefox>

- At the top of the Firefox window, click on "Firefox" in the top left corner.
- Select "Preferences".
- Find **Portable Document Format (PDF)** in the list and click on it to select it.
- Click "Use Adobe Reader".

### **Firefox (Windows)**

To download the most up to date version of Firefox: [http://www.mozilla.com/en-](http://www.mozilla.com/en-US/firefox)

[US/firefox](http://www.mozilla.com/en-US/firefox)

#### **Change the default PDF viewer in Firefox**

Firefox users may also wish to change their default viewer to Adobe Reader.

- Open Firefox and navigate to **Tools > Options**
  - Click on the **Applications** tab
  - Under Content Type, scroll down to **Portable Document Format (PDF)** and, from the Action dropdown menu, select **Use Adobe Reader**
  - Close the Options tab or window
- OR**
- At the top of the Firefox window, on the far left, click on "Firefox".
  - Select "Add ons".
  - In the "Add ons" screen, select "Plugins".
  - Find "Adobe Acrobat" and choose "Always Activate".

### **Microsoft Internet Explorer**

Microsoft Internet Explorer is no longer updated.

- Open Internet Explorer.
- At the top of the screen, choose Tools> Manage Add-ons.
- Under Add-on Types, select Toolbars and Extensions.
- In the Show menu on the left, select "All add-ons".
- In the list of add-ons, select Adobe PDF Reader (Note: If you do not see the Adobe PDF Reader add-on, try the other menu options. For example, on some systems, the add-on appears when you select "Run Without Permission").
- Click "Enable" to allow the Adobe PDF Reader add-on to open PDFs in the browser.

### **Microsoft Edge**

To download the latest version of Microsoft Internet

Explorer: <http://www.microsoft.com/windows/downloads/ie>

- Open Edge.
- Open Settings.
- Click on Apps.
- Click on Default apps. (Note: if you're running the Windows 10 Anniversary update, the path is Settings>System>Default apps.)
- Click "Choose default apps by file type."
- Scroll down and find .pdf. Click the button on the right side and choose Adobe PDF Reader as the new default.
- Confirm the change by selecting "Switch anyway"

## Safari (Mac)

To download the latest version of Safari: <http://support.apple.com/kb/DL1531>

Make Acrobat or Reader the default viewer for PDFs

- In Finder, select a PDF, and choose File > Get Info.
- Click the arrow next to "Open With" to expose the product menu.
- Choose either Adobe Acrobat or Adobe Reader from the application menu.
- Click the "Change All" button.
- When asked if you want to change all similar documents, click Continue.
- To complete and submit forms within My VAC Account, the forms must open in your browser window. If this does not happen automatically, please follow these steps:

### Using Windows?

- Launch Adobe Reader (generally located in "programs") from the Start menu.
- Select "Edit" on the top menu.
- Select "Preferences" at the bottom of the list.
- Select "Internet" and look at the options. Place a checkmark next to "Display PDF in browser".

### Using a Mac (Apple) Computer?

- Launch Adobe Reader from Finder.
- Open preferences from the Adobe Reader menu.
- Go to the "Internet" section, and look at the options. Place a checkmark next to "Display PDF in browser using:" and select Adobe Reader from the list. If you try again and the form still does not open in your browser, or you continue to receive error messages, please return to the browser information. If you are having trouble accessing forms with one browser, please try using another browser.

## Google Chrome - NOT recommended

**Chrome users: do not use Chrome PDF Viewer.** For Chrome browser users: DO NOT use the Chrome PDF viewer program to fill in the PDF form. Adobe Reader is the only program that will allow you to work with the form properly. If you do not already have Adobe Reader, please use the link above to install it to your machine. Please use the instructions below to disable Chrome PDF viewer in your browser.

**Turn off in-browser viewing** If you are having problems using the form via your browser, use the instructions here to turn off in-browser PDF viewing: <http://helpx.adobe.com/acrobat/using/display-pdf-browser-acrobat-xi.html> Or, try the instructions below.

Disable the Chrome PDF plug-in to have Adobe open the PDFs. To download the latest version of Google Chrome: <https://www.google.com/intl/en/chrome/browser>

- Go to the internet using your Chrome browser.
- Type chrome://settings/content in the browser address.
- Scroll down to PDF documents.
- Select to download PDF files instead of automatically opening them in Chrome.
- If Adobe Reader is installed, the plug-in will automatically be enabled.